

LEGAL OFFICE ADMINISTRATOR I

MULTI-DEPARTMENTAL PROMOTIONAL SPOT- SACRAMENTO, OAKLAND, SAN FRANCISCO



CALIFORNIA STATE GOVERNMENT • AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED
NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES OF GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

FINAL FILING DATE **January 18, 2013**-Examination Applications (Form STD. 678) must be **POSTMARKED (U.S. MAIL)** no later than the final filing date. Applications must have an original signature. Applications postmarked, personally delivered, faxed or received via interoffice mail after the final filing date **will not** be accepted for any reason.

PARTICIPATING DEPARTMENTS The following represents those departments participating in this examination and using the resulting eligible list to fill positions:

Department of Justice

Department of Insurance

WHO CAN APPLY Persons who meet the minimum qualifications by the final filing date as stated on this bulletin. Applicants must have a permanent civil service appointment with the Department of Justice or Department of Insurance as of the final filing date. Employees who have a limited-term appointment in the department for which the examination is being given (provided they have had a permanent appointment and no subsequent break in service) are allowed to participate in departmental promotional examinations in the department. Other employees who meet the following criteria may also apply: 1) a current or former legislative employee meeting the criteria defined in Government Code (GC) Section 18990; **OR** 2) an exempt employee meeting the criteria defined in GC Section 18992 **OR** 3) Persons who are retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in GC section 18991.

NOTE: Applicants who qualify under #3 must submit a copy of Form DD214 along with their Standard State Application (STD. 678)

HOW TO APPLY Examination Application Form (STD 678) may be downloaded from the California Department of Human Resources website at www.calhr.ca.gov. Applications must be mailed to or filed in person with:

Mailing Address:

Department of Justice
Testing and Selection Unit
P.O. Box 944255
Sacramento, CA 94244-2550

File in Person:

Department of Justice
Testing and Selection Unit
1300 "I" Street, 1st Floor Lobby
Sacramento, CA 95814

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES, DEPARTMENT OF INSURANCE, ONLINE, VIA INTER-AGENCY MAIL OR FAX.

**SPECIAL TESTING
ARRANGEMENTS**

If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "Examination Application". You will be notified in writing to determine what assistance can be provided.

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**QUALIFICATIONS
APPRAISAL
INTERVIEW**

Eligible candidates will be notified by mail approximately ten (10) days in advance of the qualifications appraisal interview date. It is anticipated that oral interviews will be held during **February/March 2013**.

SALARY RANGE

\$4245-\$5161

The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect the most recent salary adjustment.

**ELIGIBLE LIST
INFORMATION**

A multi-departmental promotional eligible list will be established for the Department of Justice and Department of Insurance. The list will be abolished **12** months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Positions exist with the Department of Justice and Department of Insurance in Sacramento, San Francisco and Oakland only.

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION**

All applicants must meet the education and/or experience requirements for this examination by the final filing date. All application/resumes must include "to" and "from" employment dates (month/day/year), time base, and applicable civil service classification title(s) with a detailed description of duties.

**MINIMUM
QUALIFICATIONS**

Experience applicable to one of the following patterns may be combined on a proportional basis with Experience applicable to other patterns to meet the total experience requirement.

EITHER I

One year of experience in the California State service performing the duties of a Legal Support Supervisor II.

OR II

Two years of experience in the California State service performing the duties of a Legal Support Supervisor I.

OR III

Four years of experience supervising a large legal clerical and secretarial staff. This experience must include at least one year with administrative responsibility for planning, organizing and coordinating the work; establishing procedures; selecting, training, and evaluating personnel; and employee relations. (Experience in California state service applied toward this requirement must have been performing the duties of a class with a level of responsibility not less than Legal Support Supervisor I.)

**DEFINITION OF
TERMS**

"Performing the duties of...." or experience in the class of means the applicant must have the amount of experience in State service in the class specified (or on a training and development (T&D), limited term, or approved out-of-class assignment to the class.)

**POSITION
DESCRIPTION**

The Legal Office Administrators I have charge of large legal clerical support operations and provide the full range of staff and administrative support to the office, attorneys and program managers. Typically, the Legal Office Administrator I will have only one level of subordinate supervisors on the Legal Support Supervisor series.

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**EXAMINATION
INFORMATION**

This examination will consist of a Qualifications Appraisal Interview (QAP) that will consist of predetermined job related questions. Candidates will be provided a copy of the interview questions to review for a brief period of time before entering the interview room.. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

QUALIFICATIONS APPRAISAL INTERVIEW-WEIGHTED 100%

Knowledge of:

1. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group such that a positive, cooperative, and professional work environment results.
2. Effective time management techniques to provide for efficient prioritization and completion of work assignments for self and subordinate staff.
3. Cultural differences of a diverse subordinate staff to ensure that supervisory decisions and expectations related to staff interaction, work task completion, assignment of work, and general oversight activities take into consideration the needs of each staff member individually and collectively.
4. Effective supervisory principles, practices, and techniques to appropriately and effectively plan, oversee, and direct the work activities of subordinate staff.
5. Equal employment opportunity regulations and objective to promote the department's equal employment opportunity policies and goals in making hiring and employment decisions.

Skill to:

1. Effectively and appropriately deal with frustrated, angry, or otherwise emotional individuals of over the telephone and in person.
2. Implement methods and means of monitoring and improving employee performance to ensure and enhance employee productivity and the equitable distribution of work.
3. Handle and resolve conflicts, confrontations, and disagreements in a positive, constructive manner to minimize negative personal impact.
4. Counsel and guide employees regarding performance expectations, task completion, and overall performance issues.
5. Efficiently manage workload and assignments meeting overall objectives and specific deadlines.
6. Listen to other to facilitate an open exchange of ideas and provide for effective two-way communication.
7. Introduce changes in the work unit in a positive manner in an effort to generate support for the changes to minimize impact or perceived impact on staff.
8. Plan and design methods and means of monitoring and improving employee performance to ensure and enhance employee productivity and the equitable distribution of work.
9. Communicate effectively in stressful situations.

**SPECIAL PERSONAL
CHARACTERISTICS**

Demonstrated capacity for assuming increasing responsibility, organizing, open-mindedness, and tact.

**ADDITIONAL
DESIRABLE
QUALIFICATIONS**

Education equivalent to completion of the twelfth grade.

**VETERANS
PREFERENCE/
CAREER CREDITS**

Veterans Preference Credits or Career Credits **will not** be granted in this examination.

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GENERAL INFORMATION

The Department of Justice reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

It is the Candidate's Responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the Department of Justice Offices (www.ag.ca.gov), California Department of Human Resource Offices (www.calhr.ca.gov), and local Offices of the Employment Development Department (www.edd.ca.gov).

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub divisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) service wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the California Department of Human Resources.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, non promotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application Form 100-678. (Section 4 of article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)

If hearing impaired, call the California Relay Service.
1-800-735-2929 (From TDD Phone)
1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

DEPARTMENT OF JUSTICE
TESTING AND SELECTION UNIT
P.O. BOX 944255
SACRAMENTO, CA 94255-2550
(916) 324-5039